CitiDirect

citi handlowy

CitiDirect® Online Banking

Tablet access

CitiService

CitiDirect HelpDesk

Phone No. 0 801-343-978, +48 (22) 690-15-21

Monday - Friday 8.00 – 17.00

helpdesk.ebs@citi.com

Table of Contents

1. Introduction 3

Available languages of the app: 3

Technical requirements 3

Download and installation 5

Login 7

Home Page 9

2. Navigation in the map view 11

3. Navigation in the chart view 13

Switching between map view and chart view 13

4. Filtering accounts in the chart view 15

Filtering by account balance range 15

Filtering by country 16

Filtering by currencies 17

Filtering by counterparty (banks) 18

Applying multiple filters 19

5. Authorizing/releasing payments 20

After you tap the icon, the list of payments will appear: 20

Individual payments – release/authorization 21

To display payment details - just tap the selected payment. 21

Individual payments – sending payments to repair 22

Batch payments 22

Deleting batches 23

6. Linkage 24

7. Logout 25

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1. Introduction

CitiDirect BE Tablet is a new channel extension of CitiDirect BE introduced to facilitate the Users' everyday work in CitiDirect. It allows the Users to connect to CitiDirect via mobile application installed on select tablets**.** Addressed to the institutional Clients, CitiDirect BE Tablet assists with the control over the company's finances on the current basis, offering visualizations of data related to the balance available on the Client's accounts. The application provides an easy access to essential data on the accounts and was designed especially to meet the needs of the CitiDirect BE Users at the senior level.

Access to CitiDirect via CitiDirect BE Tablet application enables the User to:

- authorize and release payments
- authorize and release batch payments
- send payments to repair
- view current account balances
- access interactive visualisations of account balances (presented as maps and charts)
- filter the view of accounts using Account Balance, Country, Currency and Counterparty (banks) as search criteria
- further personalize the viewed data

Note: While using CitiDirect via CitiDirect BE Tablet application the Users will retain the same entitlements which were previously assigned to them in the CitiDirect system, **e.g.** after being granted access to CitiDirect via the Tablet application, the User previously entitled to Authorize and Release payments in CitiDirect will still be entitled to Authorize and Release payments in the CitiDirect BE Tablet application.

Available languages of the app:

Polish, English, French, Spanish, Portugese, Russian, Czech, Chinese (traditional and simplified).

Technical requirements

At present the application is available for the following devices and operating systems:

iOS 7

iPad (2.0 and higher)
iPad mini
iPad mini Retina

Windows 8.1

Microsoft Surface Pro 2

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Android 4.4

Google Nexus 10
Google Nexus 7
Google Nexus 7 (2013)
Galaxy Note 8.0
Sony Xperia Tablet Z

Android 4.3

Asus Transformer Pad Infinity
Google Nexus 10
Sony Xperia Tablet Z

Android 4.2

Galaxy Tab 3 7.0
Galaxy Tab 3 8.0
Google Nexus 10
Samsung Galaxy Tab 3 10.1
Samsung Galaxy Tab 2 10.1

Android 4.1

Samsung Galaxy Note 10.1
Samsung Galaxy Tab 2 10.1

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Download and installation

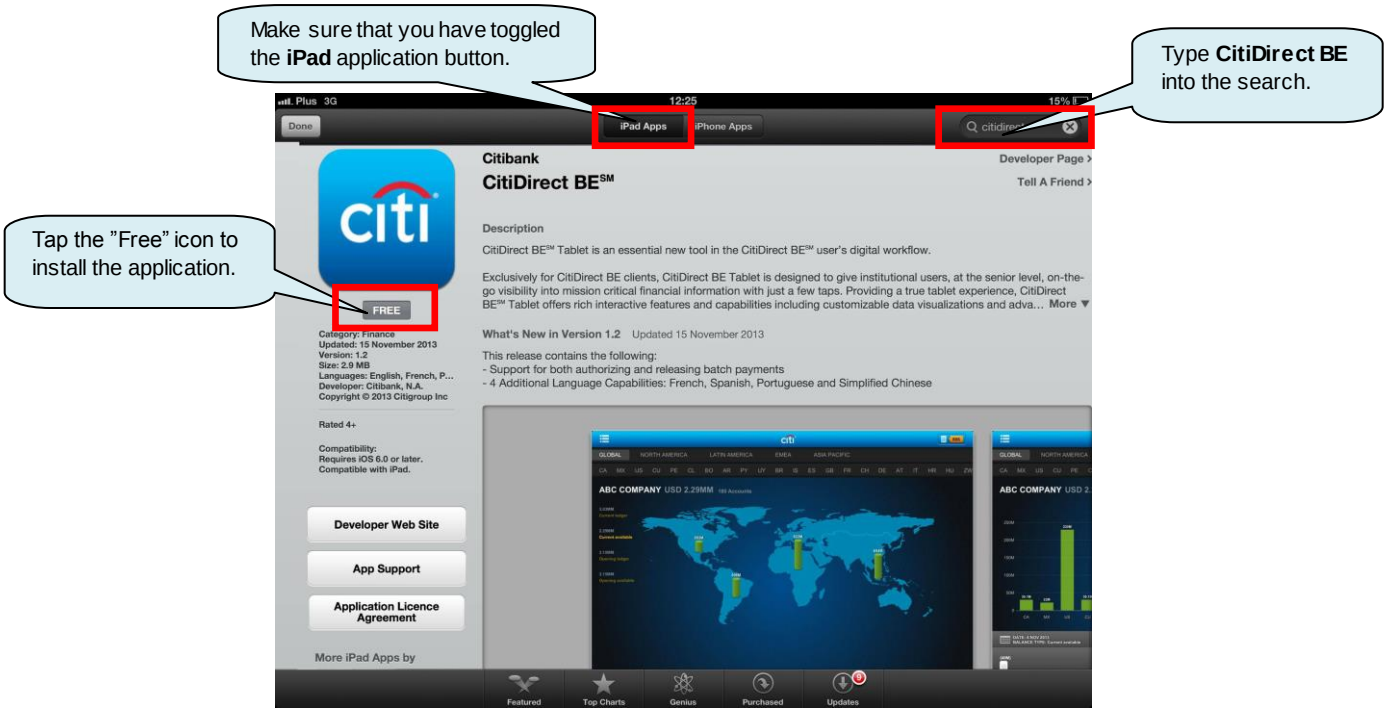
If you already are a CitiDirect User, you are also entitled to access CitiDirect on tablet. Downloading and installing the CitiDirect BE Tablet application is very easy. Just follow the steps outlined below:

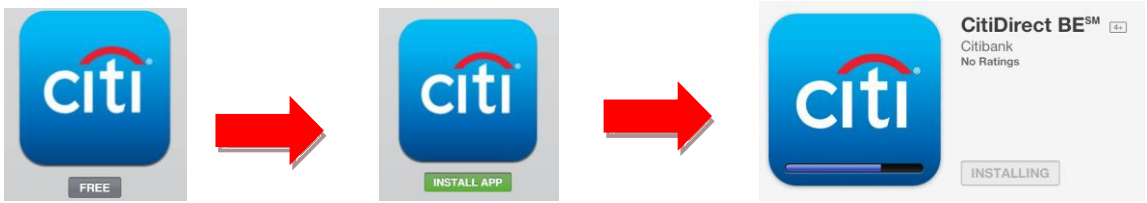
Step 1: Check if your tablet is on the list of devices able to launch the app. Open Google Play, Windows Store or App Store on your tablet (in case of App Store please make sure that the iPad application's toggle button is selected at the top of the page). Then search for "CitiDirect BE".

Step 2:

Installing the app on iPad (App Store):

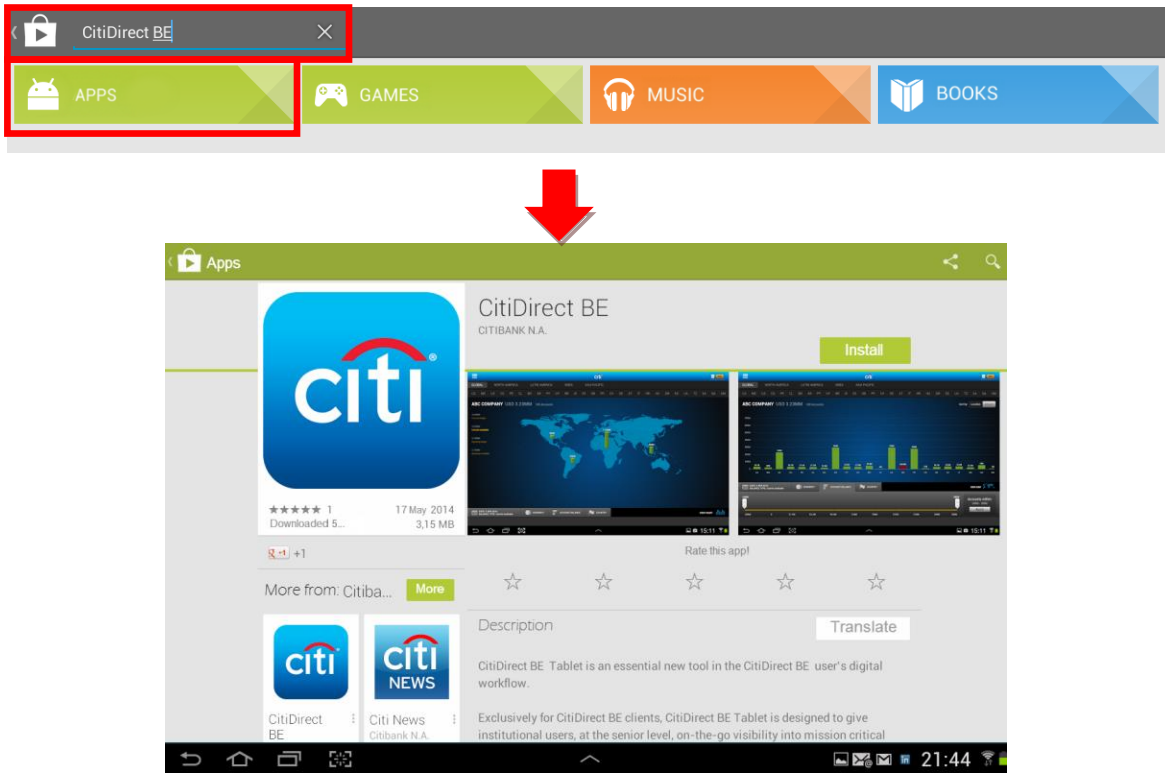
When the application icon appears, tap on the "Free" icon; it will become green and the text will change to "Install App". After you tap the icon again, the app will begin to download.





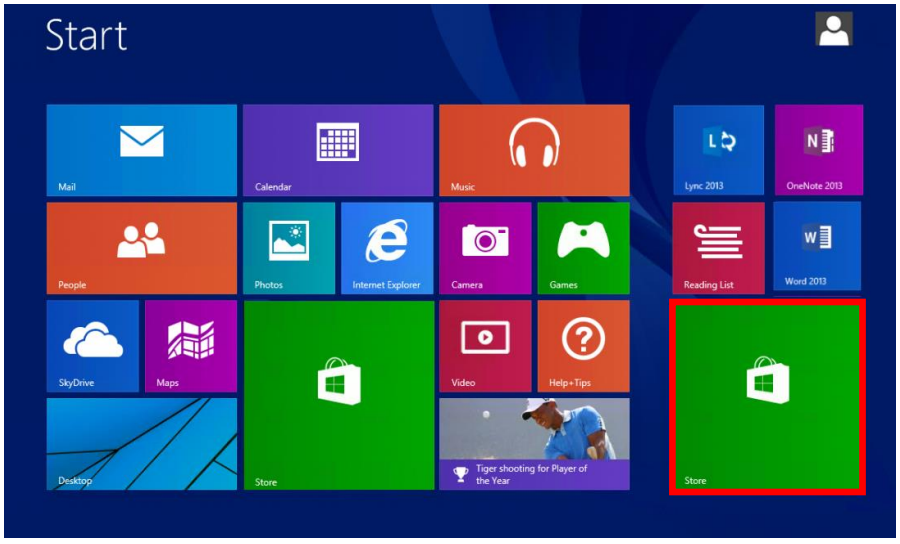
Installing the app on tablets with Android operating system (Google Play):

When the application icon appears, tap on the “Install” icon and then allow the app to access internet connection.



Installing the app on tablets with Windows operating system (Windows Store):

When the application icon appears, tap on the “Install” icon on the left and then allow the app to access internet connection.



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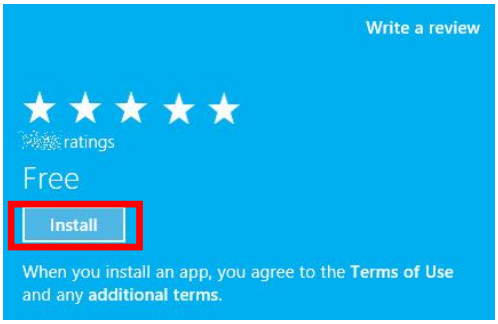


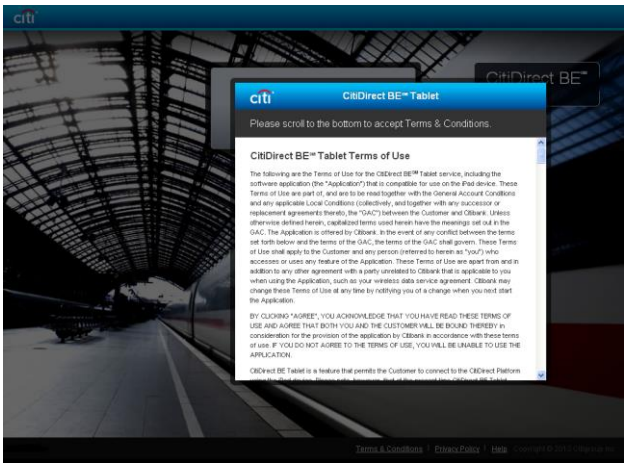
Step 3:

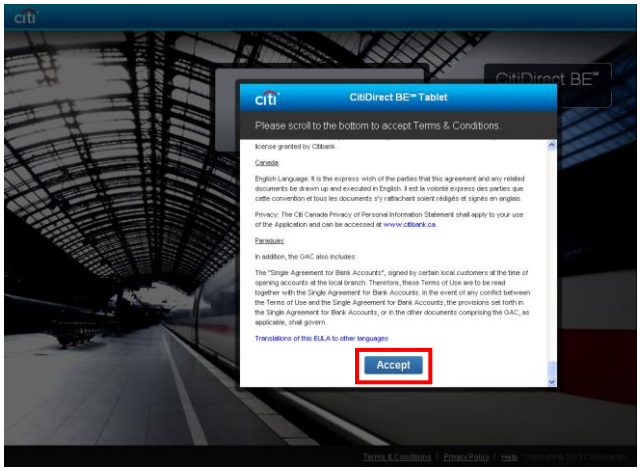
Open the installed application and log in using your SafeWord card in the same way you would do it while logging into CitiDirect. Now you can begin your work in the app.

Login

After you run the application for the first time, you will see the screen with Terms and Conditions of use for the Tablet CitiDirect BE service. To begin using the application you should accept the terms and conditions with the Accept button below the text.

The screen with terms of use will appear only once. When the terms and conditions are accepted, you will be taken to the login screen.





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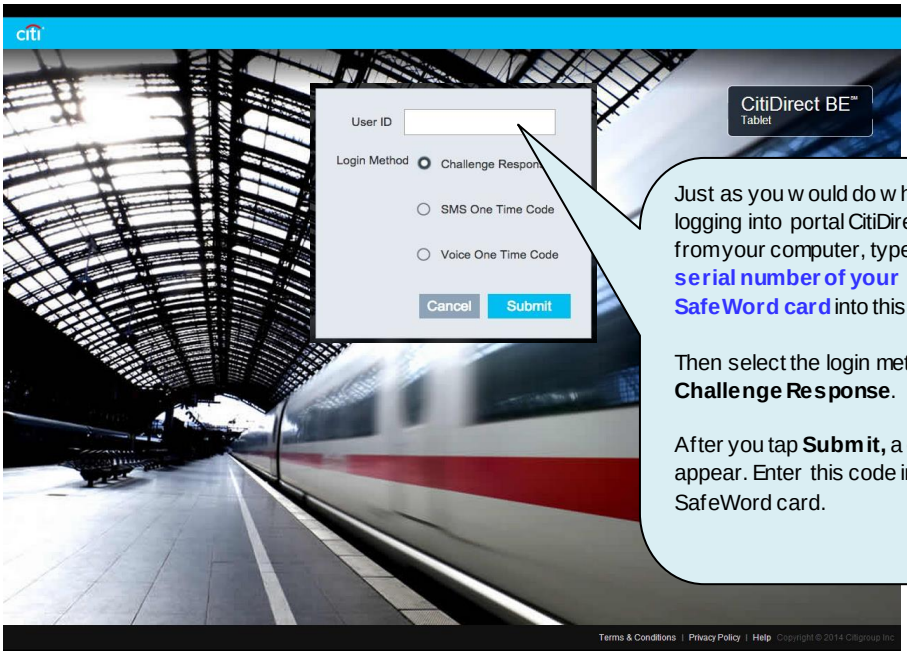


Just as you would do while logging into portal CitiDirect BE from your computer, type the **serial number of your SafeWord card** into this field.

Then select the login method **Challenge Response**.

After you tap **Submit,** a code will appear. Enter this code into your SafeWord card.

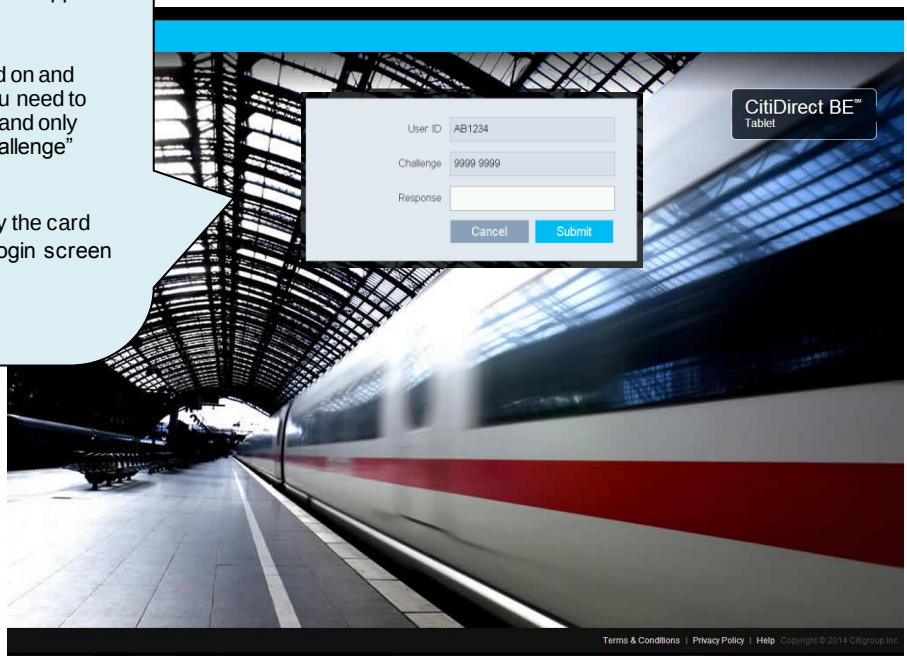
Important: If an **alternate login ID** was set up in the main version of the system, please login into the CitiDirect BE Tablet app using that login ID instead of the serial number of the SafeWord card.

PLEASE NOTE:

A code consisting of **eight** digits will appear on the login page.

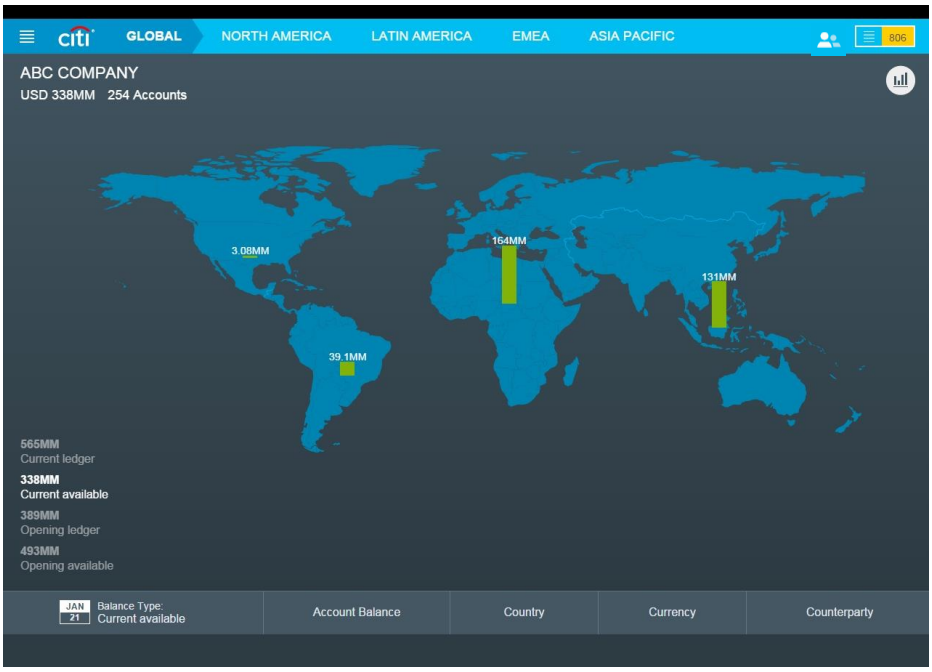
After you turn the SafeWord card on and enter your PIN number into it, you need to first press number **9** on the card and only then enter the code from the "Challenge" field on the iPad's screen into it.

Enter the new code generated by the card into the "Response" field on the login screen and tap **Submit.**

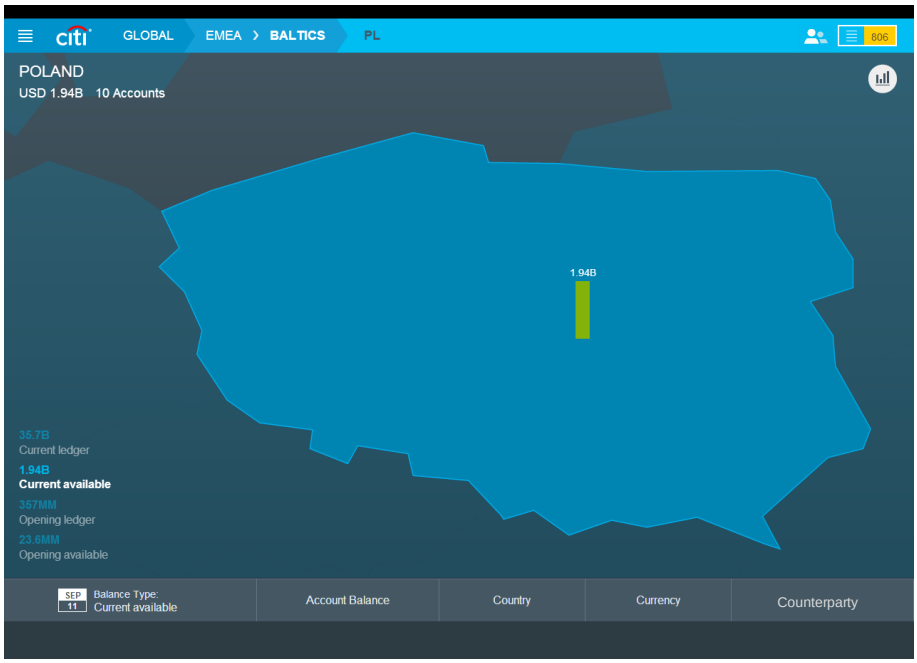


Home Page

After you log into the application the home page screen will appear.



The Home Page screen will differ depending on the number of accounts to which the User is entitled. For example, if the User is entitled only to the accounts in Poland, the view of the world map will be replaced by the view presented below:



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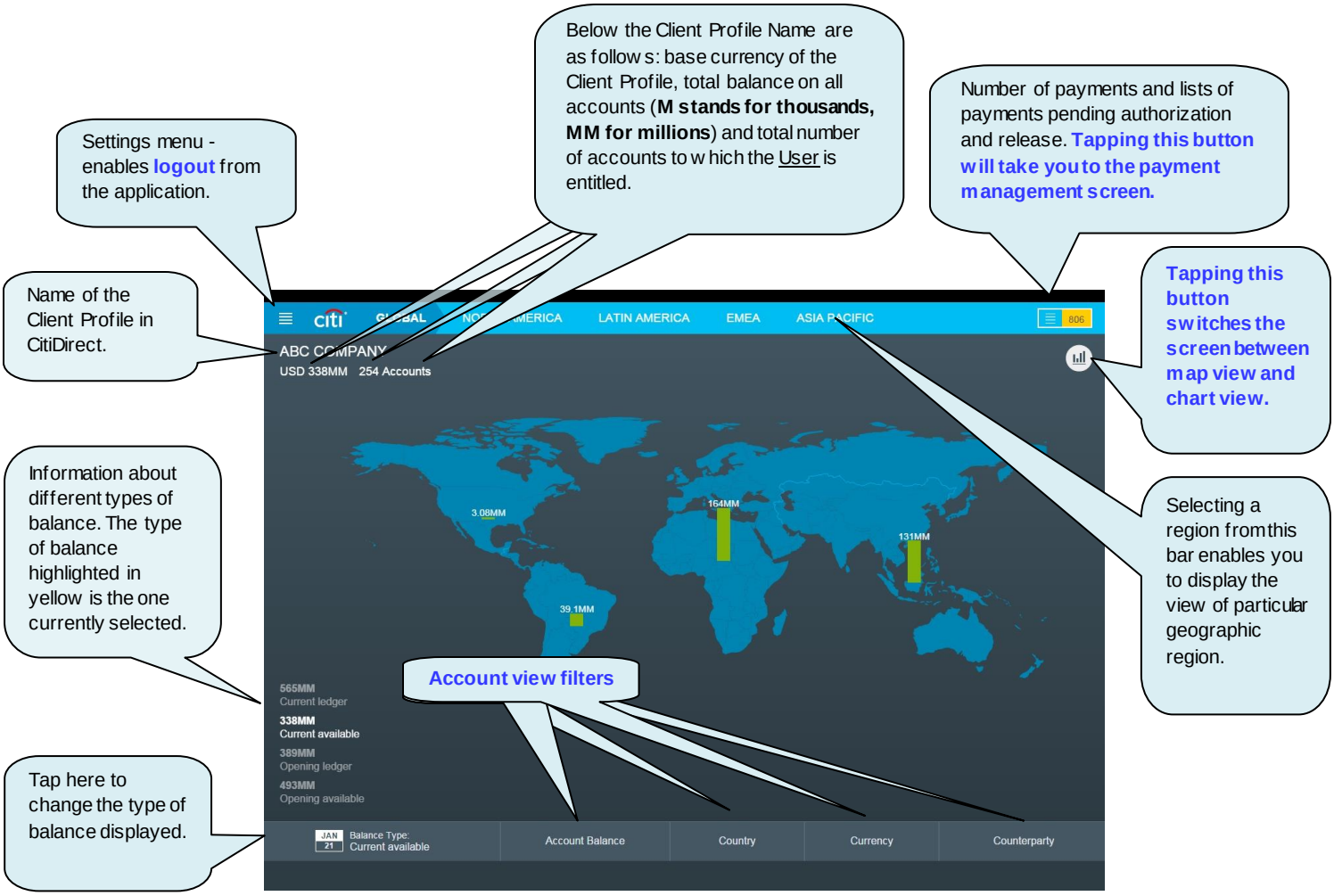
In order to illustrate the full functionality of Tablet CitiDirect BE application in this User Manual we used an example of a User entitled to accounts in many different Citi branches across the globe. Presented below is the basic information about the elements visible on the Home Page - a detailed description **can be found in the further part of the hereby User Manual.**


Below the Client Profile Name are as follows: base currency of the Client Profile, total balance on all accounts (**M stands for thousands, MM for millions**) and total number of accounts to which the User is entitled.
Number of payments and lists of payments pending authorization and release. **Tapping this button will take you to the payment management screen.**
Settings menu - enables **logout** from the application.
Name of the Client Profile in CitiDirect.
Tapping this button switches the screen between map view and chart view.
Information about different types of balance. The type of balance highlighted in yellow is the one currently selected.
Selecting a region from this bar enables you to display the view of particular geographic region.
Account view filters
Tap here to change the type of balance displayed.
citi
LATIN AMERICA
EMEA
ASIA PACIFIC
806
ABC COMPANY
USD 338MM 254 Accounts
3.08MM
164MM
131MM
39.1MM
565MM
Current ledger
338MM
Current available
389MM
Opening ledger
493MM
Opening available
JAN 21
Balance Type:
Current available
Account Balance
Country
Currency
Counterparty

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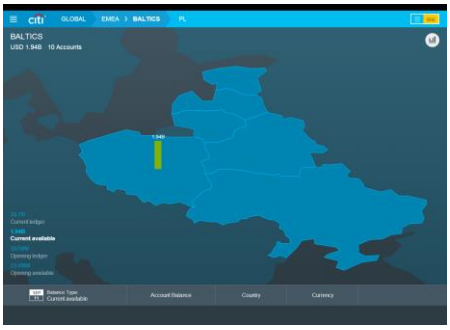
2. Navigation in the map view

Depending on whether the User is entitled to view accounts in different countries, the home page will be displayed as the map of a country, region or the world. Users with world map view of the home page can tap on the map to go to the view of selected region and country. In the same way, Users with region view as default home page can tap the location on the map to view selected country. Presented below is the example of navigating the different views (world - region - country).

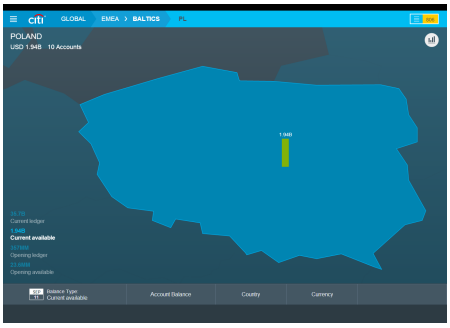
Number of accounts and total balance **on all accounts** to which the User is entitled.

Number of accounts and total balance on accounts available **for the selected region.**

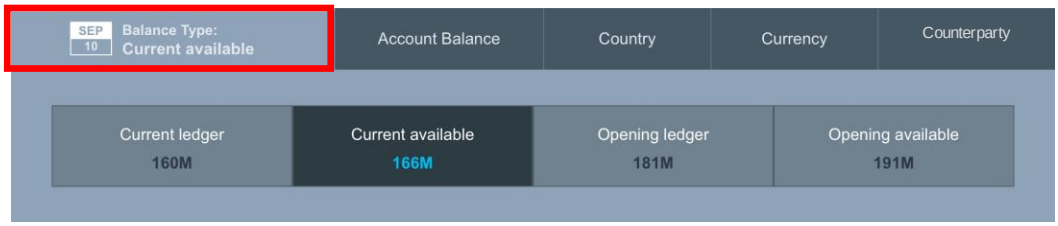
Number of accounts and total balance on accounts limited to **several countries** in the Baltic area.



Number of accounts and total balance on accounts available in **Poland.**



Additionally it is possible to select the type of displayed balance (current ledger, opening ledger, current available, opening available) from the bar at the bottom of the screen, as presented below:

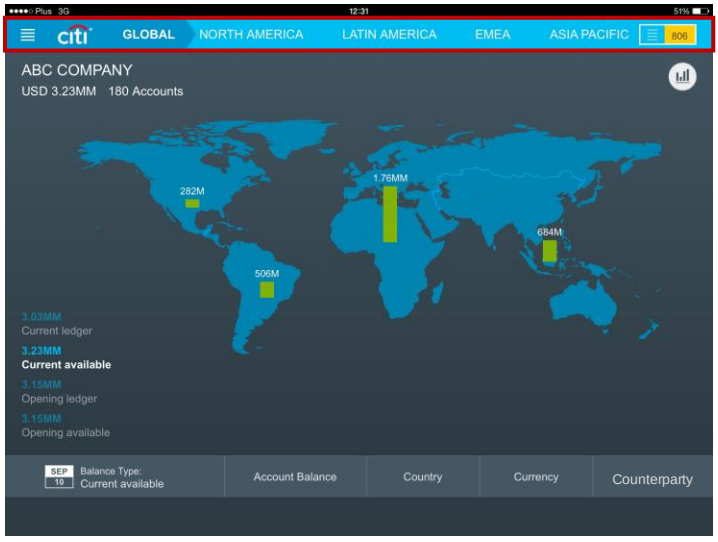


After the balance type menu button is tapped, the application view will switch from map to chart view in order to present the information about the balance on the accounts and how it changes depending on which balance type is selected. To return to the map view after you select the balance type, tap the balance type menu button again or tap the View Map button.

or

As a rule, return from a more detailed view (e.g. view of a country) to the more general view (e.g. view of the world or region) is possible by tapping "Global" button or button corresponding to a given region or country in the left upper corner of the screen.

The view of a particular region or country can also be accessed directly from that very upper menu. If the country you're looking for is not on the list, it's enough to swipe your finger to the left to scroll the list.



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3. Navigation in the chart view

Switching between map view and chart view

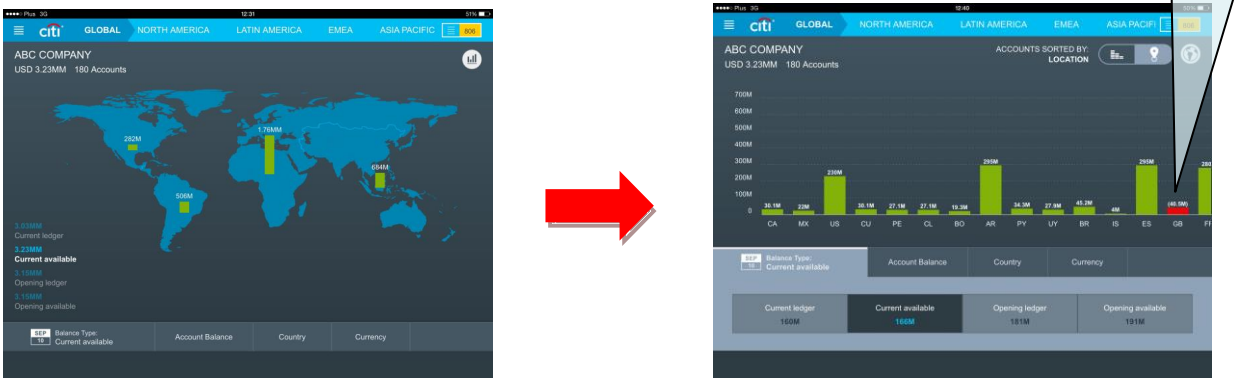
The map view shows information about **total balance** on all accounts and the **number of accounts** available in the area that is currently being viewed.

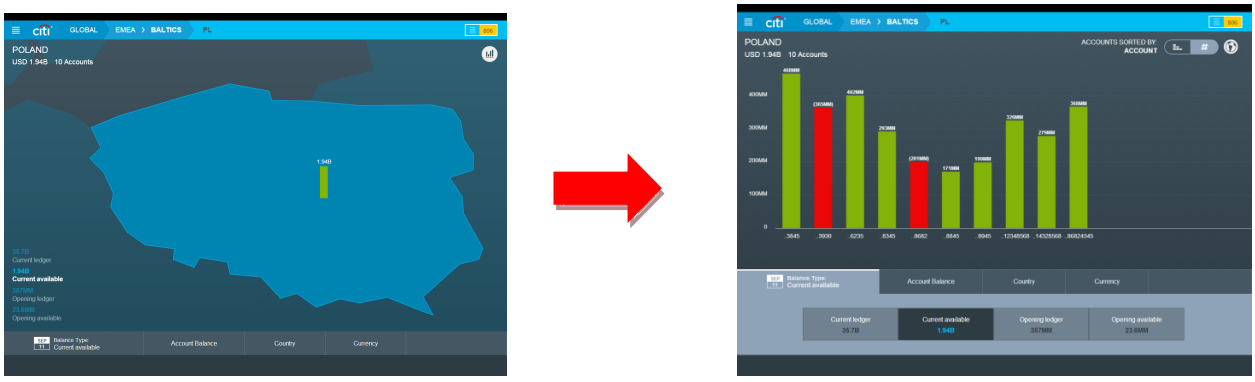
On each level of the view (world -> geographical area -> region -> country) **you can switch between the map view and the chart view.** In the chart view the columns signify balances available on particular accounts available on the current level.

To switch between the views, simply tap on the button in the right lower corner of the application:

Examples of switching the view from map to chart for the entire world (1) and for a country (2):

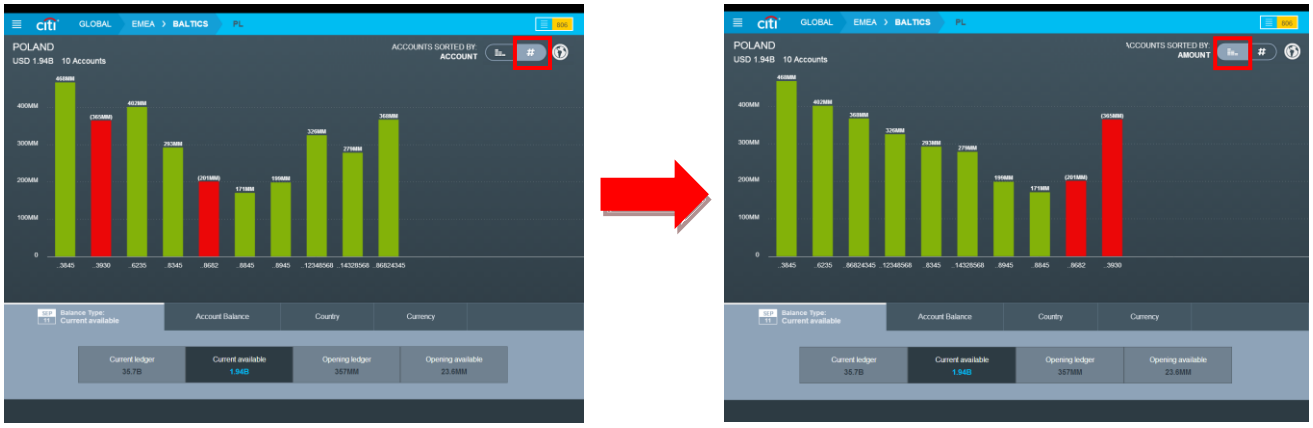
The chart in red means a **negative balance** on this account.





If some of the accounts available on the viewed level didn't fit on the screen, just swipe to the left with your finger to scroll further.

The default chart view sorts the accounts by their numbers but the sorting may be easily changed by tapping the icon on the toggle menu. To return to sorting by account numbers tap the icon.



If you tap a column corresponding to a particular account on a chart, you can display information about that account.

Note: The letter M next to the balance amounts means thousands designated in base currency of the Client's Profile in CitiDirect. MM means millions designated in that currency.

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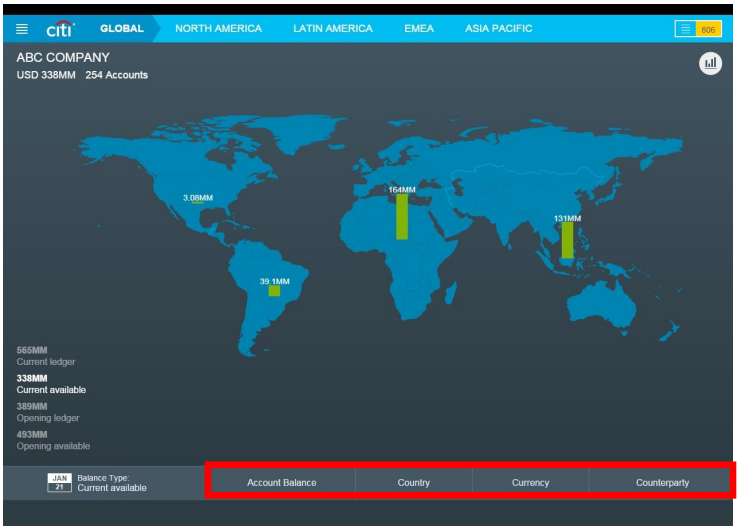
4. Filtering accounts in the chart view

The account search menu available at the bottom of the page enables quick finding of accounts in a particular currency, country or in the specified balance range.

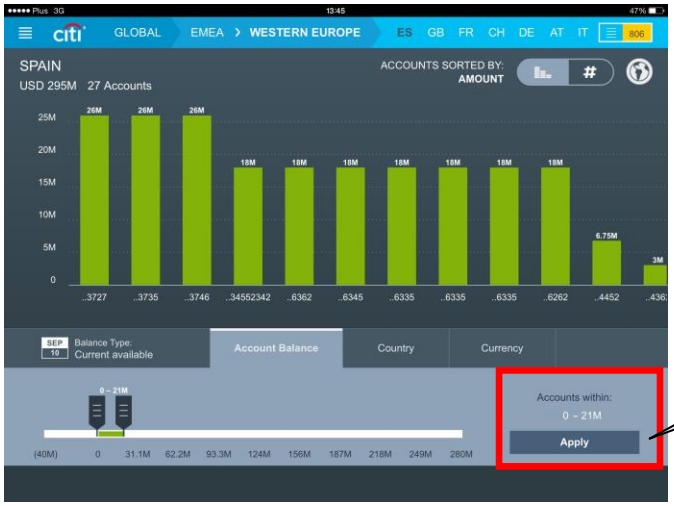


To apply a filter of your choosing, tap it and set the desired criteria.

Filtering by account balance range

After the 'Account Balance' button is tapped, you can filter the accounts by particular balance range.

On the example below, the User has chosen to search for account with balance ranging from 0 to 21 thousand USD (the base currency of the Client Profile in CitiDirect).



To search for accounts with selected balance range, tap Apply.

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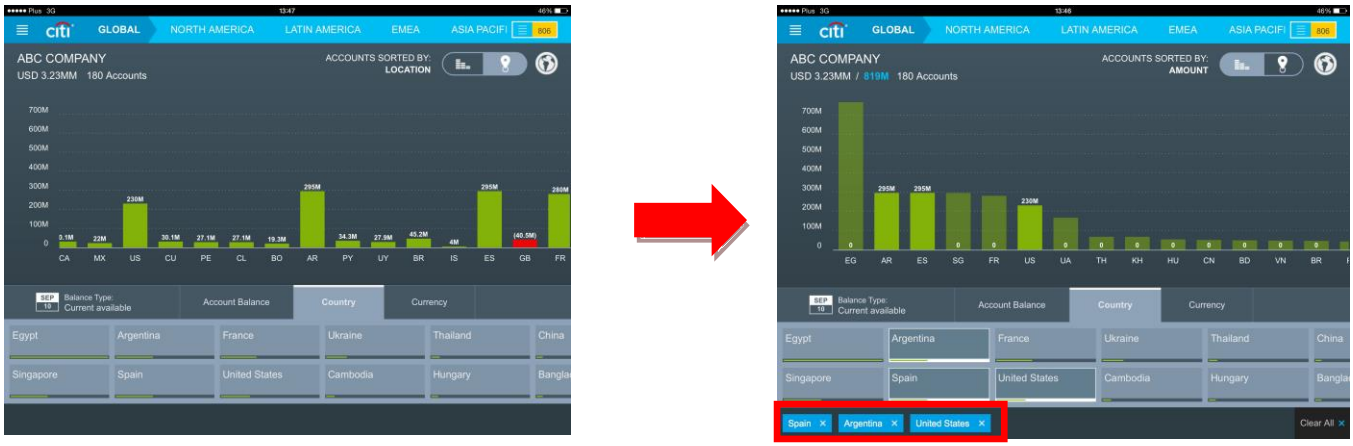
To apply selected range as a filter, tap on 'Apply'. When the range is applied, it will become one of the search criteria and join other currently set filters in form of one of blue rectangles at the bottom of the screen.

Filtering by country

One of the search options is to filter the accounts by the name of country they are maintained in. This criterion allows the User to quickly find accounts available in the particular country or countries. The selected country(ies) will be displayed in blue rectangles at the bottom of the screen.



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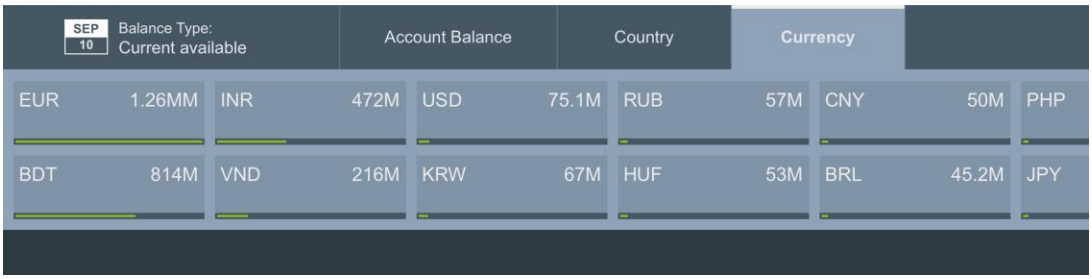
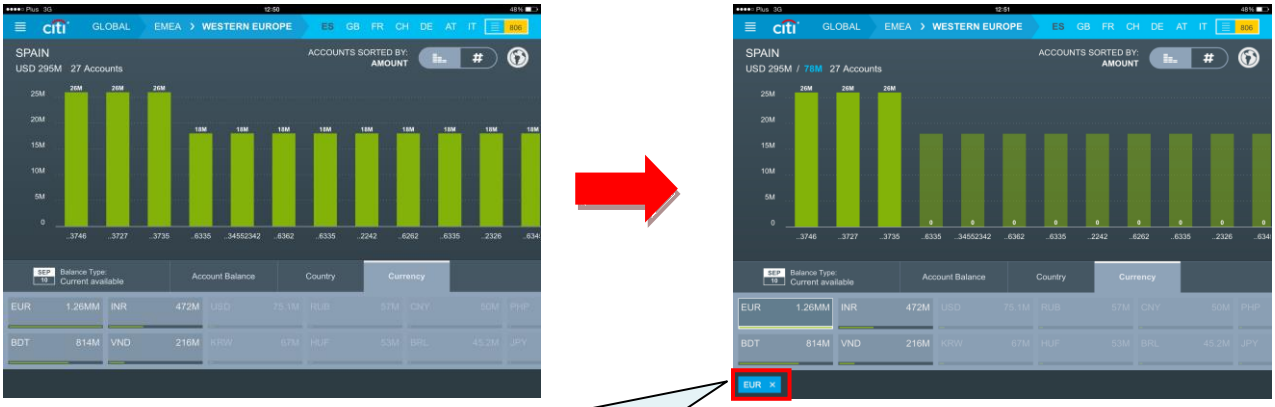
Filtering by currencies

After selecting the 'Currency' option, you can filter accounts by particular currencies. It can be a single currency or several currencies at once. Choose them from the menu below by tapping on them.

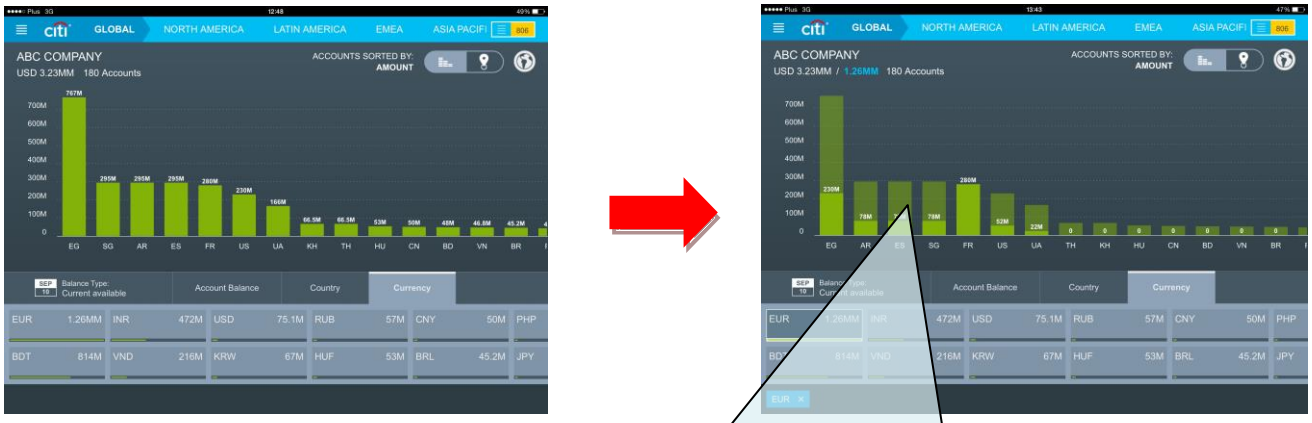


For example, selecting EUR from the list of available currencies will highlight the accounts maintained in Euro and gray out the accounts in other currencies available on that level of view.



The currencies selected from the list as search criteria will be displayed in blue rectangles at the bottom of the

If you are in the world view or region view, where instead of balance on individual accounts each column represents the aggregate sum of balances on all accounts in given geographical location - appropriate portions of the column will be highlighted to designate what part of the funds in a particular country is designated in the selected currency.



After the currency filter is applied only those proportions of balances which meet the search criteria will remain highlighted, e.g. the first column on the chart informs that there is a total of 230 thousand USD available on all the

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It is possible to select more than one currency as your search criteria.

To delete a currency from the filtering criteria tap it again on the list of available currencies or the list of selected currencies at the bottom of the screen. If you want to remove all the selected search criteria, tap on "Clear All".

Filtering by counterparty (banks)

For Clients with activated Infopool service (information about accounts held with third party banks) the last tab on the filter bars – „Counterparty" enables filtering of the account balances by the banks where those accounts are held. Multiple banks can be added to the filter criteria at the same time.

Clients without the Infopool service will see only one option under this tab, namely – „CITI".

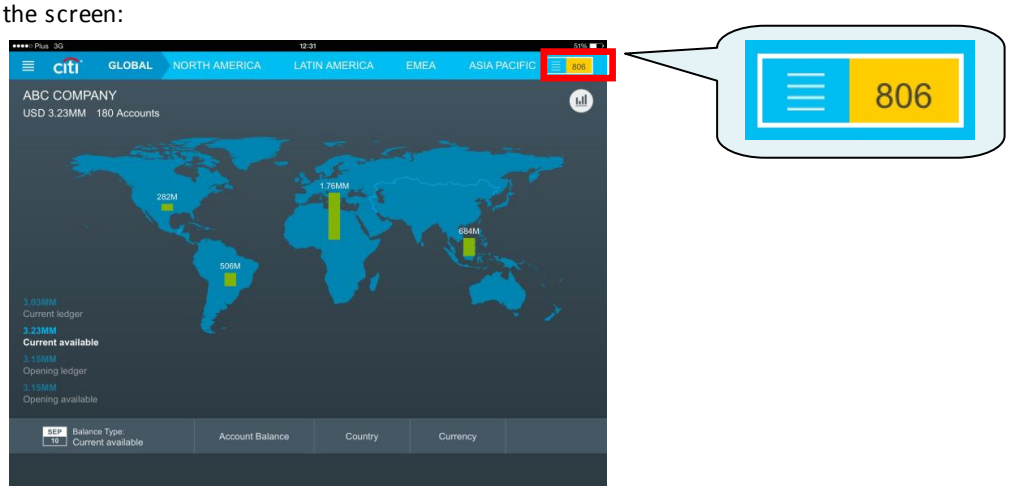
Applying multiple filters

It is possible to apply multiple filters at once. Presented in the example below are the search results for accounts maintained in EUR, RUB or USD currencies, which have the balance between 0 and 27 thousand of the base currency units (here: USD), available for three selected countries.

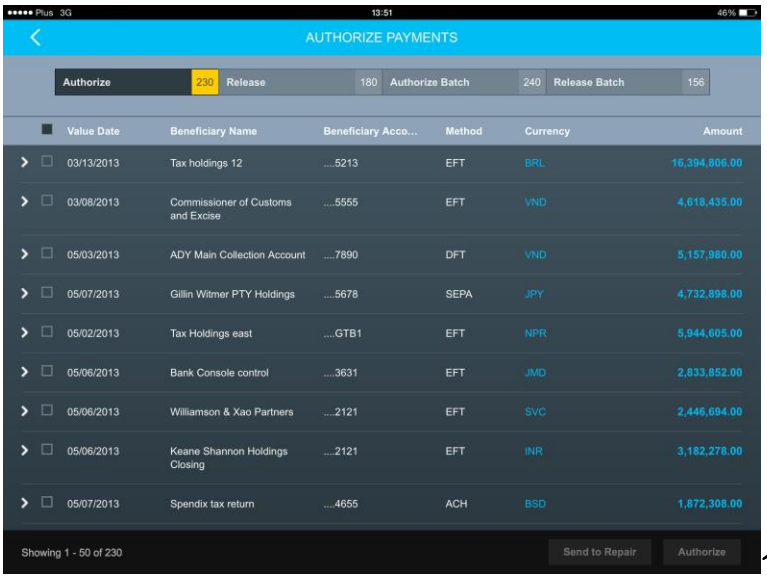
5. Authorizing/releasing payments

The Tablet application allows authorizing and release of payments. The process of authorization and release of payments is managed in the same way and the application screens of these two functions are identical. Illustrated below is the process of authorizing payments (releasing payments follows the same pattern).

In order to go to the Authorization/Release module of the application simply tap on the payment list icon in the upper right corner of the screen:



After you tap the icon, the list of payments will appear:


AUTHORIZE PAYMENTS
Authorize 230
Release 180
Authorize Batch 240
Release Batch 156
Value Date
Beneficiary Name
Beneficiary Acco...
Method
Currency
Amount
03/13/2013 Tax holdings 12 ....5213 EFT BRL 16,394,806.00
03/08/2013 Commissioner of Customs and Excise ....5555 EFT VND 4,618,435.00
05/03/2013 ADY Main Collection Account ....7890 DFT VND 5,157,980.00
05/07/2013 Gillin Witmer PTY Holdings ....5678 SEPA JPY 4,732,898.00
05/02/2013 Tax Holdings east ....GTB1 EFT NPR 5,944,605.00
05/06/2013 Bank Console control ....3631 EFT JMD 2,833,852.00
05/06/2013 Williamson & Xao Partners ....2121 EFT SVC 2,446,694.00
05/06/2013 Keane Shannon Holdings Closing ....2121 EFT INR 3,182,278.00
05/07/2013 Spendix tax return ....4655 ACH BSD 1,872,308.00
Showing 1 - 50 of 230
Send to Repair
Authorize

Tap on the arrow if you wish to leave the payments management view and return to the previous screen.

Until at least one of the payments from the list is selected, the Authorization (or Release – on the payments release screen) buttons will remain inactive.

The default screen which opens first is the Authorization of individual payments. To move to the screens enabling Release of individual payments, Batch Authorization and Batch Release, tap the appropriate buttons on the toggle menu at the top of the screen:

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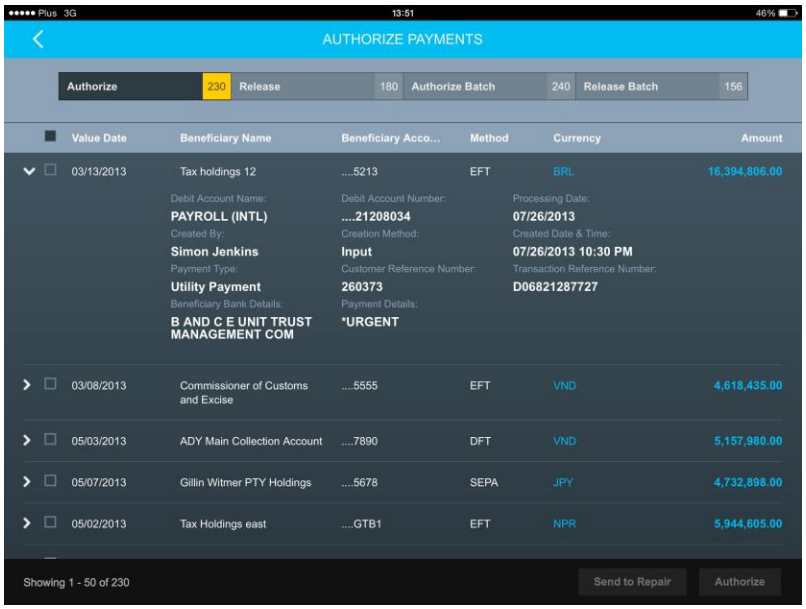
Individual payments – release/authorization

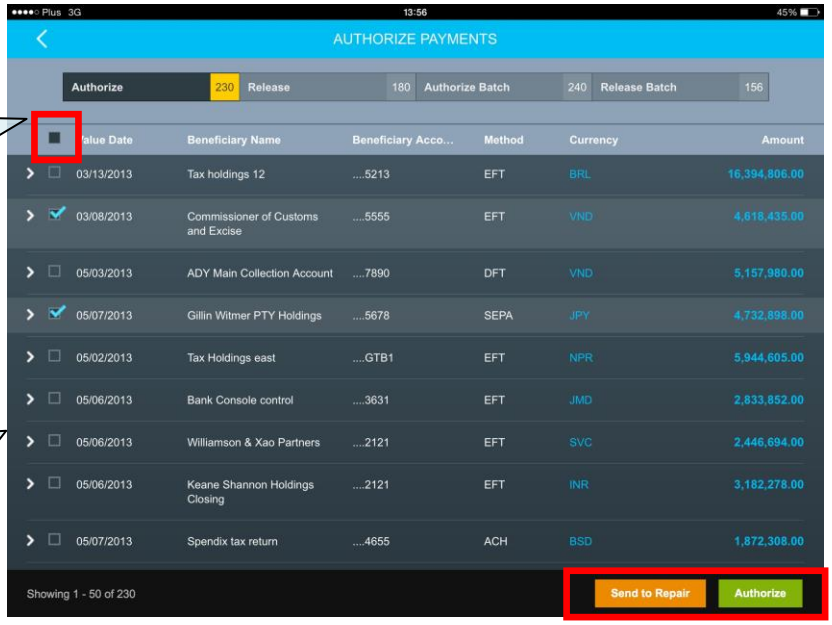
To display payment details - just tap the selected payment.


AUTHORIZE PAYMENTS
Authorize 230 Release 180 Authorize Batch 240 Release Batch 156
Value Date | Beneficiary Name | Beneficiary Acco... | Method | Currency | Amount
03/13/2013 | Tax holdings 12 | ....5213 | EFT | BRL | 16,394,806.00
Debit Account Name: PAYROLL (INTL)
Debit Account Number: 21208034
Processing Date: 07/26/2013
Created By: Simon Jenkins
Creation Method: Input
Created Date & Time: 07/26/2013 10:30 PM
Payment Type: Utility Payment
Customer Reference Number: 260373
Transaction Reference Number: D06821287727
Beneficiary Bank Details: B AND C E UNIT TRUST MANAGEMENT COM
Payment Details: *URGENT
03/08/2013 | Commissioner of Customs and Excise | ....5555 | EFT | VND | 4,618,435.00
05/03/2013 | ADY Main Collection Account | ....7890 | DFT | VND | 5,157,980.00
05/07/2013 | Gillin Witmer PTY Holdings | ....5678 | SEPA | JPY | 4,732,898.00
05/02/2013 | Tax Holdings east | ....GTB1 | EFT | NPR | 5,944,605.00
Showing 1 - 50 of 230
Send to Repair
Authorize

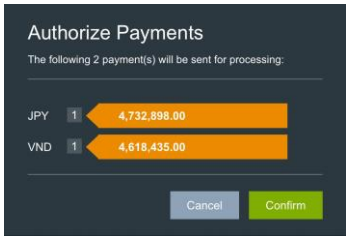
To authorize/release one or more payments from the list, simply select them on the list by ticking the appropriate checkboxes. When the payments are selected, tap **Authorize** (or **Release** if you are on the payments release screen). You can also send the selected payments to repair by tapping on **Send to Repair**.

Note:
Ticking this topmost checkbox will result in selecting **ALL** payments on the list.

Select the payments you wish to authorize (or release, if you are on the release screen) or send to repair by ticking the corresponding checkboxes on the list.


AUTHORIZE PAYMENTS
Authorize 230 Release 180 Authorize Batch 240 Release Batch 156
Value Date | Beneficiary Name | Beneficiary Acco... | Method | Currency | Amount
03/13/2013 | Tax holdings 12 | ....5213 | EFT | BRL | 16,394,806.00
03/08/2013 | Commissioner of Customs and Excise | ....5555 | EFT | VND | 4,618,435.00
05/03/2013 | ADY Main Collection Account | ....7890 | DFT | VND | 5,157,980.00
05/07/2013 | Gillin Witmer PTY Holdings | ....5678 | SEPA | JPY | 4,732,898.00
05/02/2013 | Tax Holdings east | ....GTB1 | EFT | NPR | 5,944,605.00
05/06/2013 | Bank Console control | ....3631 | EFT | JMD | 2,833,852.00
05/06/2013 | Williamson & Xao Partners | ....2121 | EFT | SVC | 2,446,694.00
05/06/2013 | Keane Shannon Holdings Closing | ....2121 | EFT | INR | 3,182,278.00
05/07/2013 | Spendix tax return | ....4655 | ACH | BSD | 1,872,308.00
Showing 1 - 50 of 230
Send to Repair
Authorize

When the authorization/release confirmation window appears, tap Confirm to confirm or Cancel to cancel the authorization/release of the payment:



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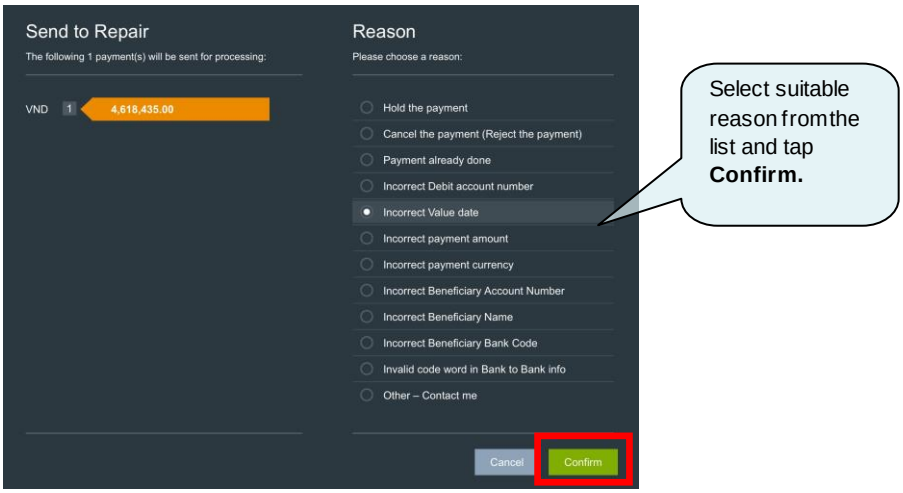
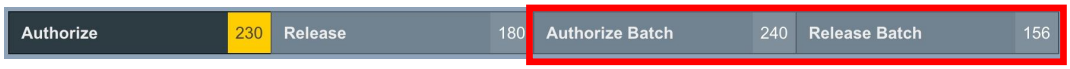
Individual payments – sending payments to repair

If you decide to send a payment to repair and tap 'Send do Repair' button, a new screen will appear asking you to select the reason why the payment should be corrected. After you select the reason, tap the **Confirm** button:

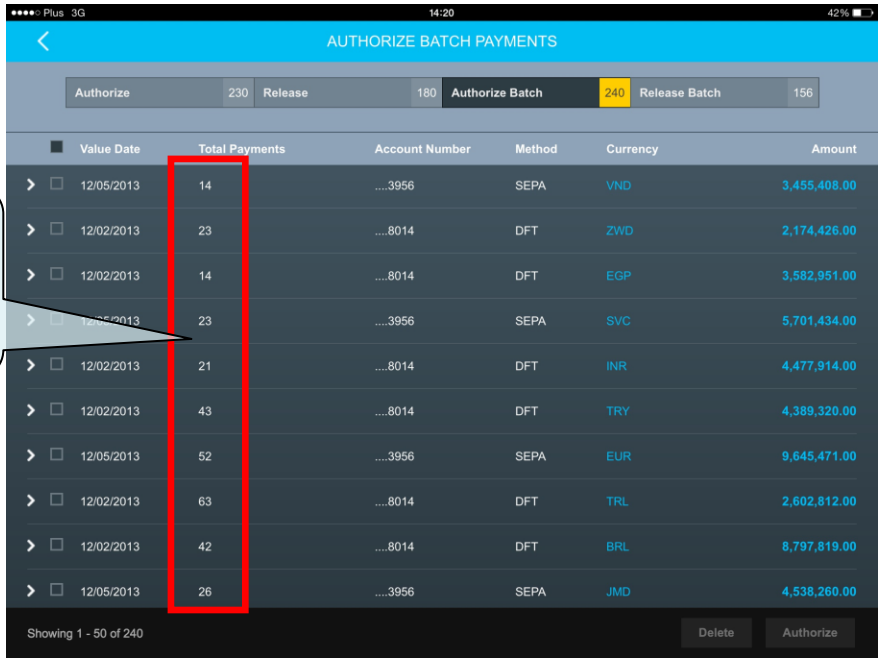

Send to Repair
The following 1 payment(s) will be sent for processing:
VND 1 4,618,435.00
Reason
Please choose a reason:
Hold the payment
Cancel the payment (Reject the payment)
Payment already done
Incorrect Debit account number
Incorrect Value date
Incorrect payment amount
Incorrect payment currency
Incorrect Beneficiary Account Number
Incorrect Beneficiary Name
Incorrect Beneficiary Bank Code
Invalid code word in Bank to Bank info
Other – Contact me
Cancel
Confirm
Select suitable reason from the list and tap **Confirm.**

Batch payments

It is also possible to send batch payments from the application. To do that, go to the appropriate screen by tapping on the Authorize Batch or Release Batch buttons from the menu in the upper part of the screen:



The below screen will appear (the Batch Authorization screen has been used in this example):


AUTHORIZE BATCH PAYMENTS
Authorize 230
Release 180
Authorize Batch 240
Release Batch 156
Value Date
Total Payments
Account Number
Method
Currency
Amount
12/05/2013 14 ....3956 SEPA VND 3,455,408.00
12/02/2013 23 ....8014 DFT ZWD 2,174,426.00
12/02/2013 14 ....8014 DFT EGP 3,582,951.00
23 ....3956 SEPA SVC 5,701,434.00
12/02/2013 21 ....8014 DFT INR 4,477,914.00
12/02/2013 43 ....8014 DFT TRY 4,389,320.00
12/05/2013 52 ....3956 SEPA EUR 9,645,471.00
12/02/2013 63 ....8014 DFT TRL 2,602,812.00
12/02/2013 42 ....8014 DFT BRL 8,797,819.00
12/05/2013 26 ....3956 SEPA JMD 4,538,260.00
Showing 1 - 50 of 240
Delete
Authorize
In this column you can find out of how many individual payments the particular batch is comprised.

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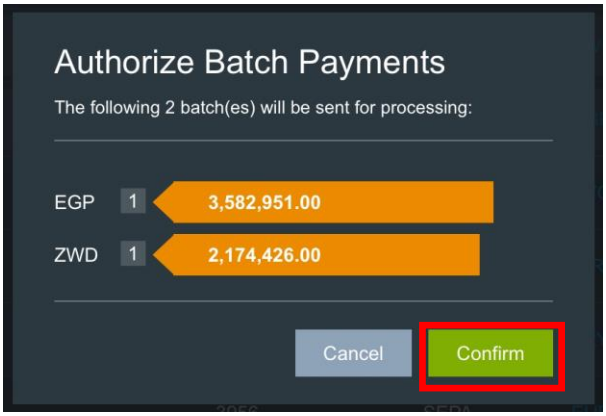
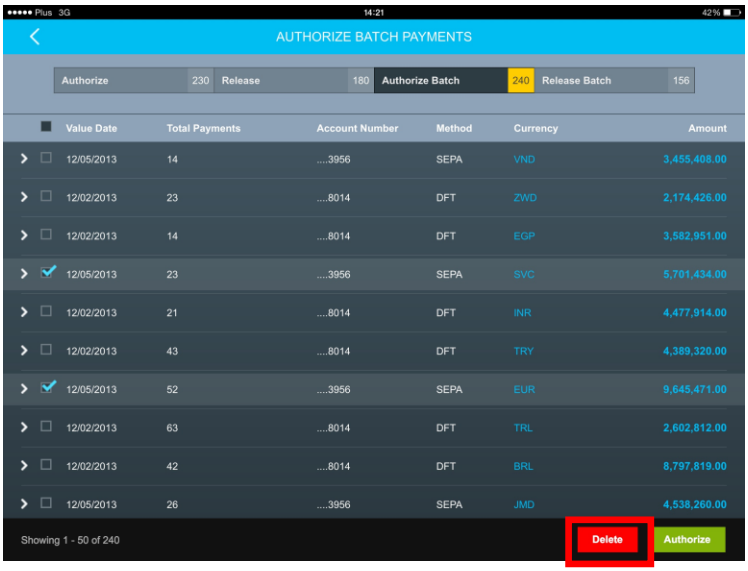
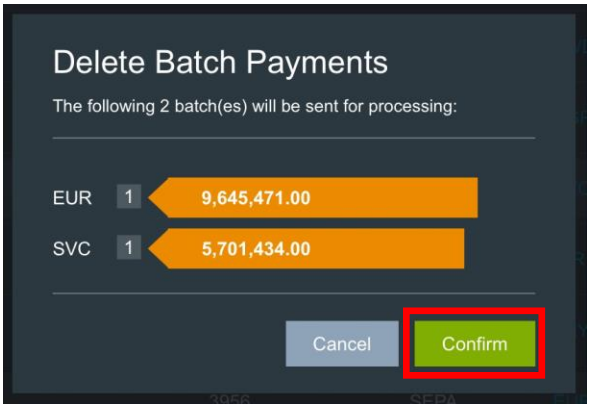
Authorization/Release of payment batches is similar to that of individual payments. After you select one or more batches from the list tap on Authorize of Release and then confirm with the Confirm button:



Deleting batches

Tablet Application enables the User to delete payment batches, which have been previously created in the base version of the CitiDirect system available at **https://portal.citidirect.com**. Selected batches can be deleted by selecting **Delete** option and then confirming the deletion by tapping **Confirm.**





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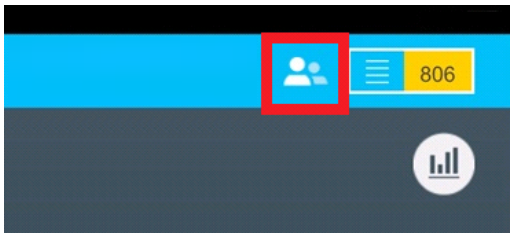
6. Linkage

After login to the mobile platform, the Client Linkage option enables switching to another Client Profile in CitiDirect. **This function is available only for the Users who use more than 1 CitiDirect Profile**.

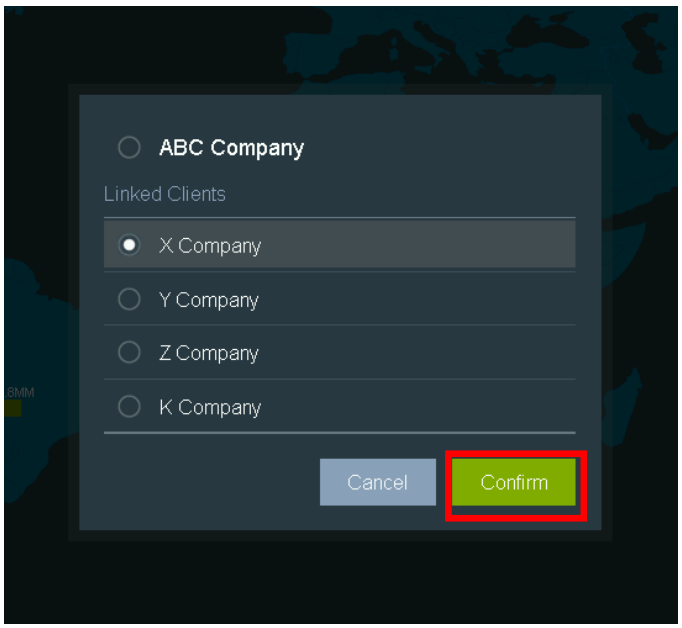
After switching to another profile, the functionality available to the User **shall be consistent with the User entitlements on the selected, currently viewed Profile**.

Linkage between Client profiles is possible only for those profile on which the User has assigned mobile access.

In order to switch from the current profile to another linked profile, tap the **Linkage** icon ( ) in the upper right corner of the screen.



Select the profile you wish to switch to and confirm by tapping **Confirm:**



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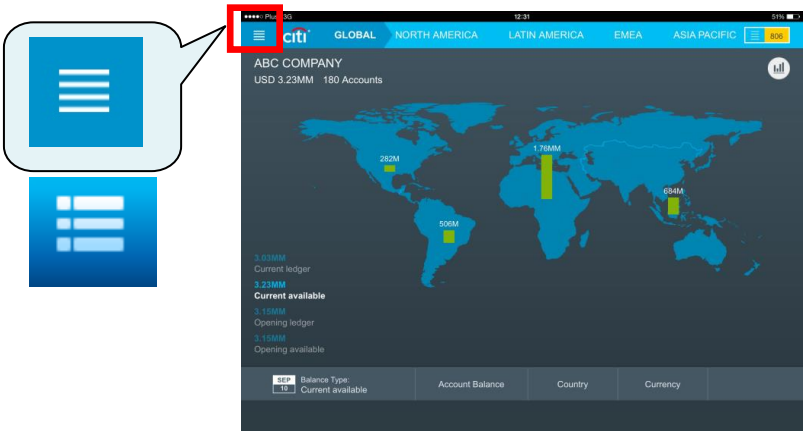
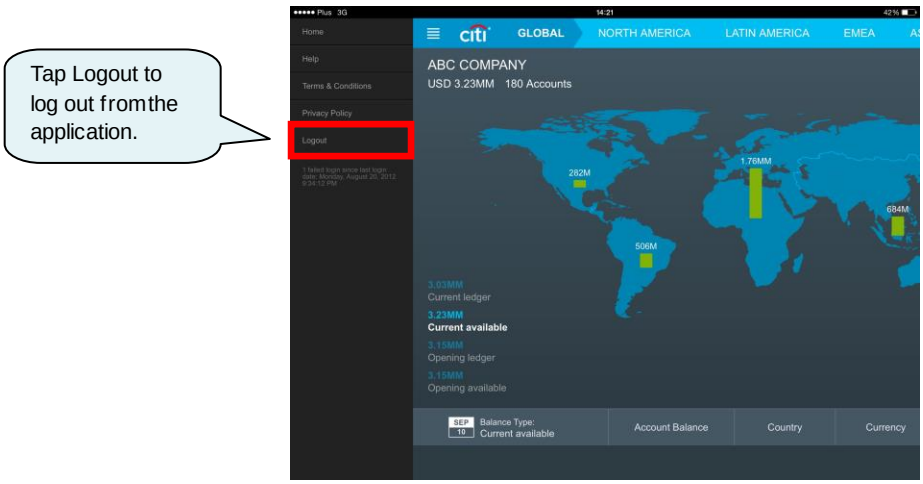
7. Logout

To log out from the application, tap the bullet list icon **in the left upper corner of the Home Page**.



When the icon is tapped, a list of options will appear. Select **Logout** from it to log out from the application.



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